

RDP Error: This computer can't connect to the remote computer

395 Nesvin KN January 29, 2025 [Common Errors & Troubleshooting](#) 3556

How to solve "Remote Desktop Connection Error: This computer can't connect to the remote computer" when accesing RDP via Ezeelogin tunnel ?

Overview: This article helps in resolving the "**Remote Desktop Connection Error: This computer can't connect to the remote computer**" issue encountered when using the [Ezeelogin tunnel feature](#) to access RDP.

- **NLA is currently supported.** If the user **enables** it, the **username and password must be saved** when adding the RDP server to Ezeelogin.
- If the user **does not enable NLA**, they can choose whether to save the username and password in Ezeelogin, as **both options will work**.

Remote Desktop Connection



This computer can't connect to the remote computer.

Try connecting again. If the problem continues, contact the owner of the remote computer or your network administrator.

OK

Help

1. ERROR(1): Tunnel access from unauthorized IP: 0.0.0.0 (127.0.0.1)

Step 1(A): Check the **ezsh.log** of gateway user with which you logged into Ezeelogin backend(ezsh). Replace the username with the actual username.

```
root@gateway ~]# tail /home/{username}/ezsh.log
```

Example:

```
root@gateway ~]# tail /home/admin/ezsh.log
```

```
Authentication by SSH key failed!
```

```
Authentication by SSH key failed (windows.com, Administrator):
```

Username/PublicKey combination invalid

Tunnel access from unauthorized IP: 0.0.0.0 (127.0.0.1)

Step 1(B): To resolve the above error, login to Ezeelogin GUI and navigate to **Settings -> General**
-> **Security** and enable **Tunnel Allow All**.

Ezeelogin

Welcome, Administrator Logout

Servers Web Portals Users Access Control Settings General Branding Control Panels Data Centers API LDAP SAML RADIUS Server Fields Cluster Command Guard Account Help

General Settings Authentication Two Factor Authentication Security Defaults Miscellaneous

Password Minimum Length 20 Password Maximum Length 32

Password Minimum Block Letters 1 Password Minimum Small Letters 1

Password Minimum Special Characters 1 Password Minimum Digits 1

Auto Create User ☐ Command Guard Disable

Automated Password Change ☐ Shell Access Notification ☐

SSH Session Logging Output Encrypt SSH Session Logs ☐

RDP Recording ☐ Web Proxy Logging -- None --

Proxy Allow All ☐ Tunnel Allow All ☒

Four Eyes Authorization ☐ Hide Server Details ☐

2. ERROR(2): creation failed: Permission denied

Step 2(A): Check the **ezsh.log** of gateway user with which you logged into Ezeelogin backend(ezsh). Replace the username with the actual username.

```
root@gateway ~]# tail /home/admin/ezsh.log

SSH log file (/var/log/ezlogin/full/john/master~auto-
test-01.master.eznoc.com~Mon_May_9_22:38:25_2018) creation failed:
Permission denied
```

Step 2(B): To resolve the above error, run the following command on the gateway server and try again:

```
root@gateway ~]# /usr/local/ezlogin/eztool.php -fix_log_permissions
```

Related Articles:

[Port forwarding from jump server to target Linux machine](#)

[configure ssh-tunnel on jump server or bastion host](#)

[Add servers behind a Tunnel Host in SSH Gateway or Add servers that are accessible via port forwarding](#)

[via the ssh gateway server](#)

Online URL:

<https://www.ezeelogin.com/kb/article/rdp-error-this-computer-can-t-connect-to-the-remote-computer-395.html>